



Connecticut Water Company Application to Amend Customer Rates Notice of the Public Utilities Regulatory Authority Public Comment Hearing on Rate Application

Connecticut Water Company (CWC) filed a general rate case application with the Connecticut Public Utilities Regulatory Authority (PURA) on October 3, 2023, proposing to increase the rates charged to customers. This notice provides detailed information on the request, the process, and how you can provide input and comments to PURA on the application.

Connecticut Water is proud to provide water service to 60 Connecticut communities, serving over 107,000 customers in our state. As 200+ local employees, we are committed to providing clean drinking water and reliable service to you—our customers. Connecticut Water is regulated by PURA for rates and quality of service.

To recover the costs of investments made in the company's water systems and maintain service levels for our customers, the company has **proposed an increase of approximately 18.1% or \$21 million** in annual revenues, which **would be effective on or about July 1, 2024**.

The average customer impact of the increase would add about **\$13.50 per month**, or an increase of approximately **18.1%** above charges currently authorized by PURA. There will be no change in customer rates until PURA has completed the rate case process.

PURA will determine through the rate case process the actual level and distribution of any approved rate increase, but it is expected that the amount of the increase will vary based on rate division and customer class, i.e.: residential, commercial, industrial or municipal.

Continued efficient investment in our communities' water systems is necessary to provide high-quality, reliable drinking water to our customers. We welcome your comments and involvement in this process.

PURA Public Hearing

PURA has scheduled Public Comment Hearings for this application (Docket 23-08-32) on the following dates:

Wednesday, November 1, 2023 • 93 Main Street, Ellington, CT • 5:30pm

Monday, November 27, 2023 • 580 Exeter Road, Lebanon, CT • 5:30pm

Thursday, December 14, 2023 • Virtual Hearing via Zoom: <https://ctdeep.zoom.us/meeting> • 12:00pm

There are **additional evidentiary hearings scheduled from January 23 – 31, 2024**. These may be continued or rescheduled as deemed necessary by PURA. The schedule for the docket is available on PURA's website at <https://portal.ct.gov/pura>.

Information concerning the scheduling for public hearings on the proposed application can be obtained from PURA by calling (800) 382-4586. The remote access web link for the Notice of Hearing for Public Comment can be found on the Calendar of Events at <https://portal.ct.gov/pura> or at www.ctwater.com/ratecase.

After registering, you will receive a confirmation email with information about joining the meeting.

Anyone who wishes to provide comments regarding the application may do so by:

- appearing in person and participating in any of the Authority's public hearings,
- writing to PURA at 10 Franklin Square, New Britain, Connecticut 06051, or
- sending an e-mail to PURA.ExecutiveSecretary@ct.gov.

All correspondence, written or electronic, should refer to Docket Number 23-08-32.

If you have any questions about the proposed rates, the public hearing, or how to submit comments on the application, you may contact PURA at (800) 382-4586 or pura.information@ct.gov, call Connecticut Water at (800) 286-5700 or email at customerservice@ctwater.com.

PURA Process to Review the Application

PURA will conduct a thorough review of Connecticut Water's application, examining the investments made by the company since its last filing and the costs for providing water service to customers. PURA's review of the company's application is a formal legal proceeding with extensive testimony and documentation, evidentiary hearings with cross-examination of company witnesses and opportunities for public comment.

The Office of Consumer Counsel and State Attorney General's office will also participate in the proceeding.

The purpose of the proceeding is to set rates that reflect the cost of providing water service in a fair and balanced manner and encourage the utility to operate efficiently and remain financially sound. **There will be no change in customer rates until PURA has completed the rate process.** PURA has up to 270 days from the October 3 filing to issue a decision and any approved rate increase could go into effect soon after.

Details of the Application

Since its last rate case, Connecticut Water will have completed more than \$135 million in projects to protect water quality, address emerging contaminants and meet newly-proposed drinking water regulations. We've made investments to reduce greenhouse gas emissions, lower energy use and conserve water resources.

We've continued responsible and prudent replacement of our 1,800+ miles of water main to increase reliability, quality, and availability of water for public consumption and fire protection. We have also experienced the inflationary pressures of the current economy—in particular, rising prices in energy and chemicals—have had a direct impact on the cost of providing service to our customers and communities.

Among the numerous infrastructure investments made to support our communities:

- Solar arrays in Clinton and Colchester that produce clean energy and reduce more costly energy purchases from the electric utility,
- \$12M in a new ground water treatment facility in East Windsor,
- A 5.3 mile interconnection between the water systems in Somers and Stafford, including a new pump station and tank, for redundancy and more robust long-term supply capability,
- 3,500 feet of new main to significantly improve water quality in Middlebury,
- A new 1 million gallon storage tank in Plainfield

To mitigate the impacts on municipal budgets in communities where Connecticut Water provides public fire protection through fire hydrants on its water systems, the proposed increase in public fire charges is 5% for most municipalities.

Proposed Rate for Income Eligible Residential Customers

Recognizing the financial challenges that some of our customers may be facing, the rate application includes a proposal to expand the Water Rate Assistance Program (WRAP) to expand eligibility and discount levels.

In addition to expanding WRAP, Connecticut Water is proposing to continue its H2O – Help 2 Our Customers assistance program, offering payment plans and financial assistance to eligible customers directly and through its partnership with Operation Fuel.

More information about the Company and the pending rate case are available at ctwater.com/ratecase.